

CITY OF BURBANK

FIELD SERVICE REPRESENTATIVE III

DEFINITION

Under direction, to do field and office work in connecting and disconnecting water and electric meters and the collection of delinquent utility accounts; to investigate abnormal utility meter readings and unauthorized use of utility services; to act as a cashier; to do related work as required.

ESSENTIAL FUNCTIONS

Determines best route consistent with consumer satisfaction; connects and disconnects water and electric meters; reads meters for final bills; cleans meter glasses and covers; answers routine trouble calls; investigates and discusses abnormal utility meter readings with consumers and takes necessary action; operates an automobile in the performance of duties; receives assignments of delinquent utility accounts; reviews records and collects information regarding such accounts; telephones or visits delinquent consumers and makes arrangements to receive amounts due; makes appropriate payment extensions or disconnects the service as the facts warrant; serves legal papers on delinquent consumers; balances cash and receipts; responds to complaints or questions; promotes City programs and services; performs the duties of Field Service Representative II and Customer Service Representative I.

MINIMUM QUALIFICATIONS

Employment Standards

- Knowledge of - elementary mechanics of light and water meters and electrical theory; principles of credit and collection work; methods of receiving and accounting for payments; municipal bookkeeping procedures; office methods, procedures and equipment; accuracy and integrity in handling cash.
- Skill in - mechanical aptitude.
- Ability to - read water and electric meters and record figures accurately; make calculations rapidly and accurately; deal effectively with the public; use maps of City streets; maintain physical fitness; interest in outside work; establish and maintain effective working relationships with supervisors, fellow employees and the public.

Education/Training: High school graduation or equivalent; two years of recent utility experience in meter reading, field work, cashing, credit or collection work. Type accurately from clear copy at a speed of 25 net words per minute

License & Certificates: A valid California Class "C" driver's license or equivalent at time of appointment.

SUPPLEMENTAL INFORMATION

None.